

Given the recent debacle I went through with SBC trying to get switched over from DirectTV to Covad, I think clearer (and possibly more) regulation is needed, with the ability for the consumer to complain directly. Instead of getting the switchover completed on the 10th, the DSL connection was not fixed until the 15th, and then almost immediately they broke the connection between the phone number and the line to our house (no voice or data). Instead, we had to put up with phone calls for somebody else until that Friday evening. This is competition??? I would hate to see what an anti-competitive environment is like!!!